



## **TERMS AND CONDITIONS**

Please note for the purposes of these terms and conditions "**The Operator**" shall mean Virtual Flight Experience Limited and "**The Participant**" shall mean the customer flying the simulator.

### **The Participant:**

- must be 10 years or older and escorted by a responsible adult if under 18 years of age;
- must be at least 4ft 8in (participants will struggle to see out of the window below this height as the simulator has authentic Boeing seats);
- must be in good health and free from heart, back or neck problems, motion sickness, claustrophobia or other conditions that could be aggravated by the simulator;
- should not be under the influence of drugs or alcohol;
- should be dressed appropriately in smart casual clothing with shoes having a heel no higher than 2 inches (5.08cm);
- should be aware that this experience is not suitable for expectant mothers;
- should be aware that this experience is not suitable for anyone with photo sensitive epilepsy;
- should be aware that access to the simulator requires some physical dexterity, the cockpit is real size and a bit of a squeeze. You should be able to comfortably raise your feet between 1 and 2 feet off the ground without assistance.
- should aim to arrive promptly for their appointment time and no more than 10 minutes early please. Please be aware that the total time of the experience will be around 20 minutes longer than the stated experience time. For example, for a 60 minute experience, please allow for 80 minutes on site. For a 30 minute session please work on being with us for 50 minutes;
- please note that wheel chair access is severely restricted.

The Operator reserves the right to refuse admittance to any participant who is underage, appears unwell or is under the influence of drugs or alcohol. No refund will be given in such circumstances.

### **Participation Restrictions**

Flight Simulator Experiences involve a degree of physical mobility and may not be suitable for some people. Please check with us at the time of booking if you have any concerns.

### **Identification Required**

In order to comply with security regulations you must present 1 form of photographic ID on arrival, such as a valid and current passport or driving licence, a copy of which will be taken. Failure to provide adequate identification will result in entry being refused. No refund will be given in such circumstances.

### **Simulator Availability**

If the Flight Simulator Experience duration is reduced due to the participant (e.g. motion sickness, toilet breaks, late arrival) then no refund will be given.

The Operator reserves the right to move the time of the Flight Simulator Experience on your chosen day to accommodate instructor or simulator availability.

If there are technical problems with the simulator that the instructor feels significantly reduces the quality and/or duration of the Flight Simulator Experience we will do our utmost to re book participants into a different time or date subject to other bookings. By purchasing or redeeming a gift voucher, you acknowledge that the simulator session is dependent on certain factors beyond the control of The Operator and agree that The Operator shall not be liable for the cancellation, postponement or alteration of any simulator session for reasons beyond its control.

### **Cancellations and rescheduling an appointment by participants**

Once a Flight Simulator Experience booking has been made there is no refund available for cancellation. Bookings may be rescheduled a maximum of three times without penalty so long as more than 48 hours notice is provided by the participant. Cancellations within 48 hours of a Flight Simulator Experience and "no-shows" are not refundable.

Vouchers are refundable within 14 days of purchase. After 14 days no refund will be given for a voucher or any booking made with a voucher.

If a gift voucher reservation is missed, The Operator reserves the right to deem the gift voucher void.

### **Personal Data**

The Operator is committed to preserving the privacy of its customers. The Participant agrees that the personal data provided to The Operator in connection with their booking can be stored by The Operator in accordance with the data protection act and may be provided to government authorities in the interests of aviation security. Any information provided to us is handled in accordance with the United Kingdom's Data Protection legislation. We maintain strict security standards and procedures with a view to preventing unauthorised access to your data by anyone, including our staff.

### **Limit of Liability**

The Participant will be required to sign a waiver before the start of the experience. The Participant accepts and agrees that the total liability of The Operator for any claim whatsoever in connection with the simulator session shall be limited to the price paid for the experience, except in the case of death or personal injury resulting from The Operators negligence.

These terms and conditions and the booking form represent the entire contract for the provision of Flight Simulator Experiences from The Operator to The Participant and are governed by English law.